

Critical Information Summary

NBN Satellite Broadband ISS



Information about the Service

Activ8me NBN Satellite Broadband is a broadband internet service provided via NBN satellite equipment.

Requirements and Availability

The NBN Satellite Broadband service is only available to eligible customers who have had an NBN satellite dish and a modem installed on their premises by the National Broadband Network.

Minimum Term

There is a minimum 6 month contract term for new customers signing up for an Activ8me NBN Satellite Broadband. Existing Activ8me customers upgrading to an NBN Satellite service have no contract term.

Equipment Requirements

To access an Activ8me NBN Satellite service you will require a NBN Co satellite dish and modem (Network Termination device – NTD) installed on your premises by a NBN Co installer. NBN Equipment is provided free of charge to eligible premises by NBN Co.

Information about Pricing

Maximum Monthly Charge

The maximum monthly plan charges for NBN Satellite Broadband are outlined in the table below.

Plan	Monthly Data Allowance	Maximum Monthly Charge	Total Min Price (6 Month Contract)	Cost per GB Data
3GB Anytime	3GB	\$34.95	\$209.70	\$11.65
10GB Anytime	10GB	\$39.95	\$239.70	\$3.99

If your total usage exceeds 50GB in the first 4 weeks of your billing cycle, the service will be suspended until the start of your next billing month.

Early Termination Fees

A charge of \$120 is payable for terminating inside the contracted period.

Other Information

Usage Information

NBN have placed a restriction of 50GB of data per 4 week period, per user on the ISS Satellite network. If your total usage exceeds 50GB in the first 4 weeks of your billing cycle, the service will be suspended until the start of your next billing month.

Once your monthly plan data limit is reached, your connection will be slowed to 128kbps/128kbps for the remainder of your billing cycle.

Internet usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document.

A record of your usage can be viewed by logging into the [‘My Account’](#) section of the website. Usage data is updated hourly.

Activ8me Acceptable Use Policy

The acceptable use policy sets out the rules and guidelines relating to the use of your internet and telephone service. The Activ8me acceptable use policy is available on our website www.activ8me.net.au.

Customer Service

Sales & Customer Service	Technical Support
13 22 88	1300 760 219
sales@activ8.net.au	support@activ8.net.au

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au.

A complaint can be lodged via **Phone: 1300 760 219**, **Email: complaints@activ8.net.au**, **Fax: 03 9456 9753** or **Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072**.

Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only the full terms and conditions for this plan are available at www.activ8me.net.au.